



MISSOURI DEPARTMENT OF NATURAL RESOURCES

Organizational Improvement

Fact Sheet

January 2002

For the past few months, the Missouri Department of Natural Resources' management staff has been working on improving the agency to maximize its performance.

Taking action to evaluate, restructure, reorganize and reorient the department will better reflect our values and allow the agency to be more effective, efficient and coordinated in its service to the citizens of Missouri. By providing assistance for compliance with our regulations, preventing pollution, assisting Missourians in finding financial help and acting in partnership, we can move ahead to find solutions to protect and to improve our natural, cultural and energy resources.

These improvements are being made with no additional funding or changes in our core budget.

Four Basic Changes

There are four basic changes that will take place. Recommendations should be implemented by the end of the fiscal year:

1. A departmental Outreach and Assistance Center has been established.

We are endeavoring to improve our response time and increase our flexibility in responses to citizen concerns, questions, requests and emergencies. To accomplish this, we have established an Outreach and Assistance Center to integrate the services we provide that directly assist citizens, businesses and communities. The center, managed by the department director's office, is led by Sara Parker.

The Outreach and Assistance Center includes our Environmental Assistance Office, the Energy Center, the State Historic Preservation Office, an outlet to the various financial opportunities available through the department, our Urban Outreach Offices (in St. Louis and the Kansas City Discovery Center) and our public information services. Input will be solicited from stakeholders on how to enhance communications internally and with citizens, businesses and communities and to deal with complex environmental issues more efficiently and effectively.

2. The former Division of Environmental Quality is now two divisions.

Improvement and protection of Missouri's water quality has been and will remain one of the department's top priorities. The number and importance of water-related issues will continue to grow in Missouri. To better address this growing need, we have split the former Division of Environmental Quality into two divisions: a Water Protection and Soil Conservation Division and an Air and Land Protection Division. Scott Totten leads the Water Protection and Soil Conservation Division; Michael Warrick is the deputy division director. John Young leads the Air and Land Protection Division; Dan Schuette is the deputy division director.

The Water Pollution Control, Public Drinking Water and Soil Conservation programs comprise the Water Protection and Soil Conservation Division. The Air Pollution Control, Solid and Hazardous Waste and Land Reclamation programs comprise the Air and Land Protection Division. The regional offices are assigned to the Water Protection and Soil Conservation Division and the Environmental Services Program is assigned to the Air and Land Protection Division. The department's budget has been adjusted to reflect these changes.



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3. The former Division of Geology and Land Survey is now the Geological Survey and Resource Assessment Division.

This name change better reflects the division's broad scientific and resource responsibilities and allows it to better emphasize its role in the assessment of our environment.

4. Former Division of Environmental Quality regional offices become departmental.

We want to create a departmental field presence rather than the traditional single-division presence. We have tested this in several of our regional offices and in the St. Louis Urban Outreach Office. We will be expanding these successful concepts to include all our outstate offices.

We have established an internal workgroup to evaluate the roles and responsibilities of outstate versus central offices. The group is also evaluating the existing regional and district office alignment and considering other options, such as alignment by watershed and the need for additional field offices, as well.

Benefits of Organizational Improvement

There are many benefits we are hoping to achieve with our organizational improvement:

- Improve the culture of our organization, or how we think. We want to emphasize our strong points and improve communication.
- Integrate programs, policies and priorities to focus on providing assistance to citizens, businesses and communities. Grouping like functions together will enhance our internal resources and assist us in doing our job more efficiently and effectively.
- Improve permit handling and access for business and communities.
- Provide more access to information and increase communication so we can all make better decisions.
- Improve access for those outside the department to decision-makers.
- Improve and strengthen a consistent message to our audiences.

Missouri Results Initiative

Governor Holden has initiated the Missouri Results Initiative, which seeks to improve results through improvement of performance and policy innovation. The department has selected three key processes to improve: 1) water pollution permits; 2) air quality permits; and 3) private water well certification.

We are currently working to improve these products and the process. We will be moving forward quickly on the recommendations over the next few months.

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